



Express Mail No. EV 160262633 US

10/drawing
Lounan
PATENT
9D-EC-19348

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

6-18-03

Applicant: Ruppelt et al.

:
: Art Unit: 2768

Serial No.: 09/480,589

:
: Examiner:

Filed: January 10, 2000

For: METHOD, SYSTEM, AND
PROGRAM PRODUCT FOR ON-LINE
SERVICE CALL SCHEDULING

:
:
:
:
:
:
:

RECEIVED
DEC 16 2002
GROUP 3600

TRANSMITTAL OF FORMAL DRAWINGS

Box: PGPUB DRAWINGS
Attn: Official Draftsman
Commissioner for Patents
Washington, D.C. 20231

Enclosed are nine (9) sheets of Formal Drawings for the above-identified patent
application.

Respectfully submitted,

Thomas M. Fisher
Reg. No. 47,564
ARMSTRONG TEASDALE LLP
One Metropolitan Square, Suite 2600
St. Louis, Missouri 63102-2740
(314) 621-5070



4700

PATENT
9D-EC-19384

THE UNITED STATES PATENT AND TRADEMARK OFFICE

Applicant: Ruppelt et al.

Serial No.: 09/480, 589

Filed: January 10, 2000

For: METHOD, SYSTEM, AND PROGRAM
PRODUCT FOR ON-LINE SERVICE CALL
SCHEDULING

Group Art Unit: 2768

RECEIVED

OCT 11 2002

Office of Patent and
Trademark Administration

CERTIFICATE OF MAILING BY EXPRESS MAIL TO
THE COMMISSIONER OF PATENTS AND TRADEMARKS

Express Mail mailing label number: EV 160262633 US

Date of Mailing: October 7, 2002

I certify that the documents listed below:

- Transmittal of Formal Drawings (1 pg.)
- Nine (9) Sheets of Formal Drawings
- Return post card

are being deposited with the United States Postal Service "Express Mail Post Office to Addressee" service under 37 C.F.R. §1.10 on the date indicated above in an envelope addressed to the Commissioner for Patents, Box PGPUB, Attention: Official Draftsman, Washington, D.C. 20231.

Thomas M. Fisher, Reg. No. 47,564
Armstrong Teasdale LLP
One Metropolitan Square, Suite 2600
St. Louis, MO 63102
314-621-5070

RECEIVED
DEC 16 2002
GROUP 3000

RECEIVED

NOV 21 2002

OFFICE OF PETITIONS